


Mount Carmel Clinical Cardio Case Report

Mount Carmel Clinical Cardiovascular Specialists: Reva Foy , Administrator

 **Challenge:** Lack of infrastructure around very complex call scheduling needs.

"Microsoft word calendars are probably not your best tool for managing your call schedule." Reva Foy would know as she managed call at Clinical Cardio Specialists manually with a word calendar for years. As with many specialist groups, as they grew and began to provide service to more outside entities, call became very complex very quickly. Foy knew they needed a solution and Call Scheduler seemed to be the best solution.

Now Foy and her staff use Call Scheduler to help pre-populate the schedule template, and for Provider Requests and Tally Reports. *"We used to waste a ton of time with tallies! Every time the schedule would come out, we'd have to start the tally count over. It was very frustrating. Now, Call Scheduler does it for us and it allows me to keep things fair and equitable."* Foy says that she relies on the Tally Reports as a essential part of her role. *"Managing the doctor's lives is a full time job; Call Scheduler makes life easier and more efficient."*


"It is obvious the developers of Call Scheduler have worked in the trenches; the tool is intuitive and understands the complexities of a specialty clinic."

Provider Requests also used to be a source of frustration; requests used to come in emails, voicemails, and notes on her desk with no central location and no documentation or paper trail. Because this clinic builds their entire schedule backwards from provider requests, one missing request or mistake meant a lot of wasted time and stress. Using the Provider Request area of Call Scheduler, physicians can request call and it is time stamped and approval (or disapproval) is documented. Foy and her staff can now schedule 6-12 months in advance without miscommunication or errors.

While Clinical Cardiovascular Specialists enjoy several key benefits from utilizing the Call Scheduler tool, it is the high quality training and ongoing support they continue receive, even 5 years later, that has really impressed Foy; *"All that glitters isn't gold; so many businesses make promises but very few deliver. We were thrilled with our choice of Call Scheduler and especially with their after-market support."*

"I cannot imagine wasting a Doctor resource scheduling call when it could be resolved by using a solution like Call Scheduler."

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